

## **SSM 50270 - 2021 F-150 - Pro Power Onboard Turned Off - Ground Fault Detected Displayed After Performing The Pro Power Onboard Test Function**

Some 2021 F-150 vehicles with ProPower Onboard may exhibit a message in the touchscreen stating Pro Power Onboard Turned Off – Ground Fault Detected, after performing the Pro Power Onboard test function. This is a normal response after performing the test and full system function may be restored after pressing the on-screen RESET button. Inform customers that engineering is currently working on a solution for this condition and will be released via an over the air (OTA) software update expected in April of 2022. The software will update automatically if Vehicle Connectivity is turned ON. Inform the customer that durability is not affected and they can continue to drive the vehicle. Contact the customer in May of 2022 to determine if they received the update. If the customer needs assistance, schedule a follow-up appointment. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 TRUCK: FD P702N F150